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|  | **Job Description****School Transport Manager** |

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| **Job Purpose** | To help deliver the School’s aims and objectives by ensuring the provision of a safe and efficient school vehicle fleet and transport logistics service.The provision of efficient and effective daily minibus services and coordination with our outsourced transport data and systems provider to provide all insourced and outsourced minibus and coach services required by the school.Maintain and coordinate the effective running of the school vehicle fleet to ensure vehicles are maintained and operated in compliance with all internal and external requirements.To be the internal single point of contact for school staff for all transport logistics requirements and to plan and allocate vehicles, drivers and chaperones to routes and services to meet the school’s needs. |
| **Accountable to:** | The Director of Finance & Operations |
| **Accountable for:** | Minibus Drivers |
| **Accountabilities** | **Management of resources****Site security*** Adhere to all systems for the recording of keys and entry codes used throughout school premises.
* Assist caretaking team as necessary under instruction from the Facilities Manager and/or Maintenance Supervisor.

**Premises, plant & equipment*** Liaise with fleet providers to ensure all scheduled maintenance is completed on time. Maintenance includes, but is not limited to 10 weekly inspections, annual services and MOT, recalls, replacing worn or defective parts and any breakdown or urgent repairs
* Perform routine maintenance and cleaning of school vehicle fleet to ensure it is maintained in exemplary condition.
* Complete weekly vehicle checks to ensure vehicles are safe and available for daily scheduled duties
* Record and report all maintenance activities as required in school systems
* Coordinate repairs arranged by Trust insurance coordinator
* Source and procure spare parts and consumables for all vehicles
* Monitor and replenish all fluid levels on vehicles not in daily use
* According to the school’s requirements, policies and procedures transport pupils, staff and visitors as required in any of the school’s vehicles.
* Provide polite and courteous service to all passengers including assisting them to board the vehicle and take their seats safely.
* Adhere to all school policies for safety and security of its vehicle fleet including adherence to site parking arrangements.
* Immediately report any maintenance, service of safety issues relating to school vehicle fleet as required in school systems

**School Transport Coordination*** Manage the School’s relationship with the outsourced school transport coordination contractor, ensuring that service delivery in line with the School’s requirements and compliance with the School and GDST’s policies and guidelines are assured at all times
* Act in capacity as the School’s Travel Plan Coordinator for the Travel Plans in place at both the Tankerville Terrace and Sandyford Road campuses, ensuring all requirements of the Travel Plans are adhered to at all times
* Manage the procurement of the School’s vehicle fleet, ensuring that an appropriate programme of rolling replacement is in place to meet the current and planned future needs of the school

**Management and Teamwork*** Effective leadership of the Minibus Driving Team to proactively and committedly, manage all school transport related matters to a prompt and effective resolution
* Manage the School’s Transport budget, including creation and maintenance of a 5-year maintenance and lifecycle-management plan to manage the school’s vehicle fleet and operating costs
* Take personal pride in ensuring that the appearance and smooth running of the School’s vehicle fleet and transport operations contribute to a positive image of the school, and encourage and direct others, as appropriate, to do so
* In liaison with the Director of Finance and Operations and HR Coordinator, recruit, induct, develop, deploy, motivate and appraise staff for which responsible to ensure that they have clear expectations of their roles, and that high performance standards are achieved and maintained
* Ensure that duty rotas and daily routines designed to ensure that the School’s vehicle fleet and transport operations are maintained consistently, and in accordance with agreed specifications and are effective and operational at all times
* Responsible for developing, embedding and managing standards and working practices centred on a proactive and responsive approach to School transport services to ensure that a high quality, professional and effective transport service is provided to the whole school community
* Creating and supporting the Minibus Driving team’s personal development plans, driving continued professional development
* Work flexibly as required in support of the duties of the role, including support for after school and weekend events, and instil flexibility into the working practices of the team
* Accountable for transport operations and priorities for the school, including making priority decisions in connection with conflicting transport requests
* Define and implement transport operating procedures for the School including proactive procedures to ensure the smooth running of transport operations whenever necessary
* Be responsible for the maintenance of up-to-date policies and procedural documentation of all transport operations including maintenance contracts and warranties, ensuring they are kept up to date and all changes to fleet management procedures are fully recorded
* Working with our outsourced fleet and bus services provider, coordinate all routes and services as required to meet the needs of the school and responding to parent requests as appropriate
* Develop and maintain suitable systems to ensure that the school’s transport bookings are managed clearly and effectively, allocating vehicles, drivers and chaperones to all transport requests as necessary and communicating effectively both with staff placing transport requests and those providing them
* Overseeing arrangements for safe and orderly shuttle transfers of pupils between the school’s sites, particularly at the start and end of each school day, liaising effectively with classroom, reception, extra-curricular club and after school club staff as necessary
* Ensuring that times allocated to drivers and chaperones for allocated tasks and duties are fair, reasonable and consistent and that timesheet claims are aligned with the allocated hours
* Take personal pride in ensuring that all school operated transportation services are pleasant, safe and effective.
* To work co-operatively with colleagues to achieve the aims and objectives of the post and the School.
* To participate positively in the implementation of new working methods and practices as required.
* To undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.

**Health and Safety*** To comply with all School and Trust Health & Safety policies and to take reasonable care for the health and safety of him/herself and anyone who may be affected by his/her actions.
* Carry out designated procedures in the event of fire, flood, breaking and entering, accident or major damage in accordance with school policy, reporting any required matters as necessary in accordance with such procedures.
* To report any issues affecting Health & Safety on site to the Health & Safety Coordinator by the quickest possible means.
* If a qualified first aider, render emergency first aid to staff, pupils and visitors as necessary.

**Communications and marketing*** Provide a courteous, friendly service to all stakeholders both internal and external. (e.g., pupils, parents, staff, contractors, fleet providers, GDST office, Governors, PTA etc).
* Ensure high profile events such as open days, fairs and parents’ evenings run smoothly by ensuring that visitor transportation is attended to as required.
* Recognise, at all times, that the school minibus fleet is a highly visible, recognisable and high-profile representation of the School in the wider community and that its appearance, driver conduct, parking etc have a strong bearing on public perceptions of NHSG

**General*** Provide support and assistance to the Maintenance Supervisor and Caretaking and Grounds staff as required.
* Carry out any other reasonable duties as required by the Maintenance Supervisor to cover the continuing operation of the School. This may include driving the school van or other school vehicles from time to time.

**Training & development of self and others*** Regularly review own practice, set personal development targets and take responsibility for own continuous professional development.
* Ensure that training needs within the services for which responsible are identified, appropriately met, and that all members of staff are active in their own personal and work-related development.
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| **General requirements** | All school staff are expected to:1. Work towards and support the school vision and the current school objectives outlined in the School Development Plan.
2. Contribute to the school’s programme of extra-curricular activities.
3. Support and contribute to the school’s responsibility for safeguarding students.
4. Work within the school’s health and safety policy to ensure a safe working environment for staff, students and visitors
5. Work within the GDST’s Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective.
6. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.
7. Engage actively in the performance review process.
8. Adhere to policies as set out in the GDST Council Regulations, GDST Hub and GDST circulars.
9. Undertake other reasonable duties related to the job purpose required from time to time.
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| **Review and Amendment** | This job description should be seen as enabling rather than restrictive and will be subject to regular review.  |

**Person Specification**

**Skills Required**

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| Provide excellent customer service when dealing with all passengers and other stakeholders | Essential |
| Experience of motivating, managing and developing staff and teams to achieve high levels of performance | Essential |
| Ability to work effectively, both in collaboration with other professionals/teams and also on own initiative | Essential |
| Ability to analyse complex data with simultaneous variables and constraints in multiple dimensions | Essential |
| Adept in use of software and systems to analyse and present data accurately and effectively  | Essential |
| Remain calm, professional and polite at all times | Essential |
| Excellent interpersonal skills, particularly the ability to relate to young people, parents, colleagues and external agencies | Desirable |
| Excellent organisational skills / Time management / Ability to prioritise and organise own workload / able to work to deadlines | Desirable |

**Knowledge Base**

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| Knowledge of basic vehicle maintenance and vehicle operating functions | Essential |
| Sound working knowledge of local geography including major and minor transport routes | Essential |
| Knowledge of relevant health and safety requirements | Desirable |
| Knowledge of security and emergency procedures | Desirable |
| Understanding of safeguarding requirements as pertaining to schools | Desirable |

**Qualifications/Attainment**

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| D or D1 without restrictions driving licence | Essential |
| Current PCV test certificate and/or MIDAS certificate | Desirable  |
| Any relevant vehicle maintenance or transport logistics qualification | Desirable |
| Numeracy and literacy skills to GCSE or equivalent | Desirable |
| Up-to-date First Aid at Work Qualification | Desirable |

**Experience**

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| Experience of vehicle maintenance tasks and basic functionality of vehicle parts, equipment and systems | Essential |
| Experience of transport logistics operations | Desirable |
| Experience of direct customer service activities | Desirable |

**Attitude/approach**

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| Honesty and integrity | Essential |
| Professional and approachable attitude  | Essential |
| Willingness to learn new skills | Essential |
| Self-motivated with a positive ‘can do’ approach to work | Essential |
| Reliable | Essential |
| Flexible over working hours according to the needs of the school | Essential |